Saskatchewan
Library

Policy

Saskatchewan

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STATISTICAL POLICY

INTRODUCTION

Statistics are a useful tool for libraries; they provide a standard of measurement between library systems, as well as providing comparisons for one library system from year to year. They are useful and important, however, only when organized in a meaningful, relevant manner.

Consequently, the Saskatchewan Library will collect and compile statistics for the regional libraries, Regina Public Library, Saskatoon Public Library and itself, by compiling meaningful statistics on all pertinent categories for annual publication and distribution.

BACKGROUND

Saskatchewan Library compiled the 1980 statistics of public libraries in the one-province system. The compilation was extensive. Due to time constraints, this has not been possible for 1981. The needs of regional libraries were surveyed and incorporated into the revised statistical forms for 1982. Library Systems Statistical Summary 1982 was compiled, printed and distributed in 1983.

POLICY

1. Saskatchewan Library will collect statistics in the following categories:

   - users, non-users;
   - collection type and size;
   - circulation;
   - service points;
   - hours of opening;
   - service between library systems;
   - special and reference services;
   - personnel;
   - revenues and expenditures.

2. Compile the statistics and distribute them. The act of collecting statistics alone is not useful unless analysis is performed and distributed. It is the objective of the Saskatchewan Library to perform comparative analysis on the collected statistics and to distribute them. This will provide libraries with the necessary feedback, and also be useful

in illuminating areas of strength and weakness in a library.

PROCEDURE

1. Saskatchewan Library will mail out the statistical forms to libraries in January of each year.

2. Each library returns the forms to the Saskatchewan Library by April of each year.

3. Saskatchewan Library compiles the statistics and sends them to the libraries by June of each year.

4. Libraries should submit any changes they want to the statistical forms by September of each year.

INTERLIBRARY LOAN POLICY

INTRODUCTION

Saskatchewan residents enjoy the privileges of a large interrelated network of libraries involving seven regions, two municipal libraries, the northern district and many smaller libraries in industry and government. Saskatchewan is unique among the provinces for the high level of cooperation and resource sharing among libraries.

Interlibrary Loan and resource sharing is particularly important in Saskatchewan because the population base is relatively small compared to the large geographic area. Quality library service and equal access to information can only be achieved through cooperative measures.

BACKGROUND

A union catalogue was established in 1958 by the Saskatchewan Library to facilitate interlibrary loan. It consisted of the holdings of municipal and regional libraries. Over the years, special libraries were added so that it now includes 54 libraries.

The system was completely centralized, as the union catalogue was the only available source for the province's holdings and locations. With the implementation of automated cataloguing in 1980, the holdings of the public libraries are now recorded on the UTLAS database. Special libraries continue to be added to the union card catalogue held in the Saskatchewan Library.

The Saskatchewan Library is committed to a very active coordinative and leadership role in interlibrary loan. It will continue to establish cooperatively, guidelines and procedures and, although the effect of decentralized location information is uncertain, it intends to respond to the demands and needs for verification and location services.

OBJECTIVES

1. To provide coordination and leadership in interlibrary loan policies and procedures.

2. To act as a central interlibrary loan clearinghouse for municipal, regional, government and special libraries in the province.

3. To provide interlibrary loan support to libraries in the area of advisory, instructional and promotional service.

GENERAL POLICY

The Saskatchewan Library is responsible for providing leadership and cooperative interlibrary loan arrangements between libraries in Saskatchewan. Saskatchewan Library is committed to a very active role in the coordination of interlibrary loan services, and in facilitating interlending cooperation.

Saskatchewan Library will verify, locate and forward interlibrary loan requests for books, periodical articles, government documents, reports, studies and other material which a library does not hold and requires for its borrowers. It will also handle the requests of special libraries participating in the Saskatchewan Union Catalogue.

An extensive verification and location search is conducted for requests not located in the province. If this search is unsuccessful, the request is either sent back for more information or may be sent to other bibliographic centres for assistance.

When book material is requested from a library that charges for the loan of its material, Saskatchewan Library pays the interlibrary loan charges for public libraries. This policy does not apply to xeroxing of articles, which is the responsibility of the borrowing library.

SPECIFIC TYPES OF REQUESTS

1. Children's Books

   Requests are searched from Saskatchewan catalogues, as well as Alberta Library Services, for some requests as per the agreement. Bibliographic information, as supplied by the requesting library, is used. No verification work is done except to recheck the cited source for spelling or transmission errors.

   Children's books are not considered part of the National Interlibrary Loan Code and are consequently not available from out-of-province libraries except Alberta Library Services.

2. Fiction

   Requests for fiction will be searched from Saskatchewan catalogues. No verification work is done except to recheck the

cited source for spelling or transmission errors. Older fiction titles not located in the province are sent to libraries in Alberta and Ontario, provinces with back-up fiction collections.

The Prairie Fiction Collection or Last Copy Collection is maintained jointly with Alberta Library Services, in order to retain one copy for titles no longer in heavy demand. The National Interlibrary Loan Code discourages interlending of fiction. Also, few libraries report their fiction holdings to the National Union Catalogue, making it difficult to obtain out-of-province except through special agreements with other libraries.

3. Periodical Requests

Provincial Library conducts extensive searches using available sources for Canadian and non-Canadian locations. As a general rule, libraries do not lend entire issues of journals or serials. Only photocopies of articles are available. Many libraries charge a minimum of $3.00 per article. This charge is the responsibility of the borrowing library. Full citations of journal articles are necessary to obtain copies. Requesting libraries must indicate the amount they are willing to pay for photocopies.

4. Partially Documented and Garbled Requests

Requests which include only an author or title will receive limited searching. If the request is not verified, it is returned to the requesting library for more information or passed to Reference for possible substitution if indicated on the request. Garbled or illegible requests will be returned for clarification.

5. Current Best-Sellers, and Popular Material

Only standard location tools are searched for these requests. If the title is not available, it is suggested that the borrowing library buy it for their own system. As popular best-sellers are in high demand in all libraries, they are very difficult to obtain from libraries already burdened with heavy use.

6. Genealogy and Archival Materials

There is no limitation on requests for genealogical and archival material. An extensive verification and location search is conducted using all sources available for Canadian and non-Canadian locations. However, as these are often

'unpublished' records, rare or expensive books, they are not always available on interlibrary loan.

7. Paperbacks

Provincial location tools will be searched as per information provided by the borrowing library. Requests for mass-market paperbacks, available at nominal cost, will be sent back to the borrowing library. As these are not catalogued by most libraries, it is frequently less expensive for a library to purchase the book than to devote time to the interlibrary loan process.

8. Books in Other Than English Languages

Requests are handled in a manner similar to English language requests. A search is conducted using standard sources to establish accurate information. Every effort is made to locate and obtain titles outside the province; however, most of the libraries participating in the National Union Catalogue report only English and French titles, so that books in other languages are frequently difficult to locate.

9. Films

Requests are to be forwarded by borrowing libraries directly to the holding library. Saskatchewan Library provides a Union List of Films to facilitate interlending in the province.

10. Talking Books

Requests are not forwarded out-of-province, as the National Interlibrary Loan Code discourages interlending of this type of material.

11. Urgent Requests

Every interlibrary loan request is urgent, however, those with a specific date beyond which the item is no longer useful receive priority. Every attempt is made to fill those requests before the deadline. Requests marked 'urgent' without giving any date are treated as an ordinary request.

POLICY ON SUBSTITUTION

Only if indicated on the request will the Saskatchewan Library try to substitute suitable material if available.

CHARGING POLICY FOR PHOTOCOPIES

The Saskatchewan Library's policy is to provide this service free to Saskatchewan libraries. The borrowing library is responsible for any photocopy charges coming from other libraries. University libraries and municipal libraries in Saskatchewan charge from 10¢ to 20¢ per page. Other libraries may have a minimum charge or a per page fee. The policy differs from one library to another.

TELEXING POLICY

1. Telex requests receive priority over green request slips, excepting the following:

   a) research or reference questions requiring written explanations;

   b) author/title requests for materials in other languages, which may be difficult to transmit via telex;

   c) requests based on bibliographic information obtained through computer searching (such information should be sent in its original form or xeroxed copy).

2. All requests received through telex are sent to holding libraries by telex, where possible. An exception may be made if telex machines are too busy, and if the holding libraries are Saskatoon or Regina Public Libraries, in which case the courier service may be utilized.

   All requests destined for the National Library and other Canadian locations are sent via telex or EnVoy 100.

   All requests destined for United States libraries will be sent via TWX, 4 part forms or EnVoy 100.

REFERENCE SERVICES POLICY

INTRODUCTION

The function of the Reference Service is to answer reference questions received from other libraries for 'over-basic' information. Detailed, technical or specialized information is located by searching the resources of the Saskatchewan Library's central collection. Reference tools, automated information retrieval and special collections may all be used in this activity. Referral to institutions in and out of the province, to subject experts or organizations is involved when information cannot be located through the Library's resources.

BACKGROUND

Over the years, Saskatchewan Library has provided materials of a general and recreational nature to supplement the small collections of newly developed regional libraries. This role was always considered as an interim or temporary function, necessary only until newly established libraries developed larger and broader collections of their own. Wapiti Regional Library was established in 1950 and the other six regional libraries between 1966 and 1973. The regions now have fairly large collections, ranging in size from the smallest of about 120,000 books in Chinook Regional Library to the largest of over 280,000 in Wheatland. Although these libraries have high usage of their materials and do require larger holdings to serve their widely dispersed populations, collections between 100,000 and 200,000 should be able to provide the basic, popular books and the recreational material required by users.

OBJECTIVES

1. To ensure equal access to information is available to residents of the province through their regional or public library with relative ease.

2. That regional and municipal libraries provide the basic popular, high demand materials which serve the needs of the majority of their users.

3. That over-basic information (highly specific or not in sufficient demand to warrant purchase in some libraries) is available through co-ordination and resource sharing among

libraries.

4. To supplement, in a central resource collection, that material for which there is sufficient demand but is not located elsewhere in the province.

Because of Saskatchewan's relatively small population, even major libraries cannot offer the quality of information provided in highly populated provinces like British Columbia and Ontario. In addition, the "information explosion" of recent years and the speed of technological advances inhibit any library from collecting all the technical and specialized information required by their users.

In regard to the provision of over-basic materials, it is recognized that it is impossible to ensure that all information is available. The goal is to facilitate the availability of information presently held within the province and to supplement, in a central resource collection, that material for which there is sufficient demand but which is not located elsewhere in the province. This applies to special materials such as talking books and large print for the visually handicapped, native materials, literacy material for the functionally illiterate and multilingual books for the use of ethnic groups in the province. Because users of these materials are usually a small percentage of the clientele of libraries, purchase of sufficient materials to serve their basic needs cannot be justified. Purchase by a single library of a small quantity of material would mean that material would be quickly 'read out' by the users who required the material and sit on the shelves for years to come. There would be little new material available and extremely limited variety to serve different interests and tastes. The same problem exists in the area of specialized, technical materials and expensive reference tools. By providing central collections in these areas, value for money is assured and the libraries can draw upon a larger collection for specialized information and for blocks of material which they can exchange whenever they require fresh material. In this way the books have maximum use and the users have access to material appropriate to their needs.

POLICY

1. PRIORITIES AND LEVELS OF SERVICE

Level of service will be established to reflect the collections and resources appropriate to a major resource library. It is necessary to assign priorities during peak periods when staff are unable to deal quickly and thoroughly with all

requests. The following is the method used:

Level 1

- Requests for specialized technical information and requests for complex or obscure information.

- 2-3 full days of searching may be required to locate information.

- Requires the use of specialized collections such as Government Documents, uncatalogued pamphlets and reports and serial publications.

- Requires the use of specialized search tools such as indexes, directories or computer searching.

- Referrals to the National Library, CISTI, or outside organizations may be required.

- These will be acted upon within a three-day turnaround from date of receipt.

Examples of Level 1 requests:

- removal of radium from water;
- information about companies located outside of North America;
- construction industry projections;
- development of religious beliefs in children;
- in-depth information on specific diseases;
- plays on the handicapped;
- national salary grid for specific occupations.

Level 2

- Requests for display blocks, current event topics, requests requiring a volume of material, special crafts and other information not easily located within the basic collection of libraries.

- Less specialized than Level 1 and requiring volume quantity of material.

- Will require the same use of special collections and search tools as Level 1.

- One-week turnaround time from date of receipt.

Examples of Level 2 requests:

- books on motor rebuilding and tuning Dodge 450;
- history and how to do white on white embroidery;
- consumer reports on satellite receiver dishes;
- information on the endocrine system;
- career information - computer technicians;
- 'English for Polish speaking person' cassettes;
- Ku Klux Klan organization in Saskatchewan.

Level 3

- Requests for basic information and materials normally provided by public and regional libraries.

- Subjects for which titles can be easily identified using the Subject Union COM.

- Includes requests such as: two or three books on macrame, dog training, hunting, color photography, karting, etc.

- May take up to three weeks to serve.

Examples of Level 3 requests:

- 30 craft books for juvenile and adult women;
- 50 books on sports;
- paper tole for beginners;
- basic accounting procedures;
- training spaniels;
- books about cities for Grade 3;
- block of books - kindergarten level on teeth care;
- beginners drawing;
- how to play the piano;
- recent books on travel in Mexico.

2. Requests for direct service by the general public will be referred to the appropriate library.

3. Unclear requests will be returned to requesting library for clarification.

4. Unverified titles will be returned to requesting library rather than risk sending an unsuitable substitute.

5. Many requests are urgent, and those with dates specified will receive priority with every attempt made to meet the deadline. Libraries may also wish to telephone the request and are encouraged to do so. "Urgent" and date designations should

be meaningful however, as large numbers of requests received in this manner will require further priorization and Levels of Service will be established.

6. "Basic" materials such as adult and juvenile fiction and easies are being phased out of Saskatchewan Library's resource collection in 1984. Exceptions will be literacy materials and literary materials required to support the 800's, etc.

APPLICATION OF POLICY

I. FORM OF REQUEST

1. Telephone Requests from Libraries

- Title, location and/or verification should be directed to Bibliographic Services.

- Information or subject requests should be directed to Reference Services. These will be handled at the appropriate level or be treated as urgent, as this presumably would be the reason for calling.

2. Government Staff

- Reference Services will provide direct service to meet the information requirements of government staff where there is no department library.

- Direct borrower request forms and computer search request forms will be provided.

- Individuals in departments which have a library will be referred to that library.

- Information related to the work of government employees will be provided. Requests for recreational reading or information of personal interest will be referred to their appropriate local library.

Rationale

- Some units in government are not large enough to warrant a departmental library, or are too remotely located. Direct service provides equal access to library services.

3. Unclear/Garbled and Incomplete Requests

- Will be returned to requesting library for clarification, as precise subject requests will result in quick, accurate responses.

4. The General Public

- Direct requests from the general public will not be accepted except where the regional libraries have agreed that Saskatchewan Library mail directly to shut-ins or nursing homes.

- If requesting individuals have a valid library card or are eligible to borrow, they will be informed that requests for service should be made to their appropriate library. If they do not know whether they are eligible, residency will be established and they will be directed to their closest library.

II. TYPES OF REQUESTS

1. Computer Searches

Policy:

- Searches are performed for requests which are complex, obscure, or technical (regardless of the source of the request).

- Search may be initiated by a library after a manual search has been completed by the library or the patron which may have yielded little or no information.

- Search may be initiated by Saskatchewan Library staff after having completed an extensive manual search.

- Will be handled within three days of receipt.

Rationale:

- Meets the criteria of Level 1 requests.

- Speed of searching is one of the characteristics of the service.

2. Blocks and Displays

Policy:

- Level 2 or 3 will be assigned, according to the type of request.

3. Title Substitution

Policy:

- Unverified titles will not be substituted and will be returned to requesting library.

- Verified titles may be substituted if suitable material is available and request indicates "may sub".

- Will be handled at the appropriate level.

Rationale:

- A great deal of time can be spent verifying the title before a proper substitution can be made. Difficulty in verification may be a result of poor handwriting, mechanical problems, etc.

4. Urgent Requests

Policy:

- Many requests are urgent, and those with dates specified will receive priority with every attempt made to meet the deadline. Libraries may wish to encourage branches to request these directly by telephone from Saskatchewan Library.

- Appropriate levels reflecting the "basic" or "over-basic" nature of the requests will apply.

III. REQUESTS BASED ON COLLECTIONS OR SPECIAL SUBJECTS

1. Fiction - Adult, juvenile and easies

Policy:

- Will provide available materials. These basic materials were transferred to the Northern Library Service.

- Level 3, as it is assumed that regions have basic collections suitable for serving children and the recreational reading needs of adults.

- Requests for historical materials, literacy training, and exceptional needs will be handled as over-basic and treated as Level 1 or 2.

2. Juvenile Non-Fiction

Policy:

- Requests for basic materials will receive Level 3 handling. Materials will be provided from available materials, no effort will be made to go beyond the immediately available collection or to reserve titles for reference purposes, as basic materials are assumed to be available in the regions.

- Requests for over-basic information, i.e. specialized, detailed information, will be provided as Level 1 or 2.

3. A-V

Policy:

- Level 1 or 2 will apply to Talking Books, as this is a special collection.

- Requests for music will be forwarded to other libraries.

Rationale:

- Popular music is basic to a public library collection.

4. Archival and Genealogical

Policy:

- Level 1 or 2.

Procedure:

- The collection will be checked for published materials. If not available, the request will be forwarded to appropriate sources. Libraries collect published materials, while archives handle materials not available for loan and which often must be used on site. Every attempt will be made to locate the appropriate archival sources for the patron and, if possible, to obtain material on interlibrary loan.

IV. REQUESTS BASED ON ORIGIN

1. Community College Curriculum Material

- Courses are often run at the same time with no advance notice. This often results in lack of time for all

libraries to purchase needed resources. Saskatchewan Library has prepared guidelines in conjunction with the Department of Advanced Education and Manpower to improve communication and planning in order to facilitate improvements in this regard.

Policy:

- Regions supply the basics for blocks of books; Saskatchewan Library supplies the over-basic.

- Level 2 or 3 will apply.

2. Curriculum Related Materials for School Courses, Extension Courses and University Courses

- Saskatchewan Library will not supply curriculum related materials.

- Supplemental informational resources to support assignments will be provided for secondary and post-secondary courses, if the information is over-basic.

- Level 1, 2 or 3 will apply, depending on the request.

IMPLEMENTATION

1. Training

On request, workshops for branch librarians will be provided on the reference interview; demonstration, techniques and information required for a computer search; and description of the policies, procedures and priorities of Reference Services.

2. Bibliographies

The Saskatchewan Library will provide lists of recommended titles in the areas of juvenile non-fiction, community college courses, and other heavy demand areas to assist libraries in the selection of books to meet the basic needs of their patrons.

3. Publicity

Promotional material will be developed to clarify services and policies.

COMPUTER SEARCH SERVICES POLICY

INTRODUCTION

Automated information retrieval provides thorough, up-to-date coverage of literature in all subject fields. Information on new products, on-going research in a specific area, technical reports, government reports, as well as obscure information unverified in printed sources is made available through online searching. Patrons are supplied with lists of bibliographic citations relevant to their requested subject. These publications are then available through standard interlibrary loan procedures. The service supplements traditional reference service.

BACKGROUND

In February, 1977 after a one year pilot project, the Saskatchewan Library began offering computer search services free of charge as a complement to its standard reference service. In 1977, 222 computer searches were performed by Readers' Services. In 1983, 995 computer searches were performed, an increase of almost 80% in six years. Regina Public Library, an extensive user of this service, began their own search service late in 1980.

The Appendix illustrates the increase in the volume of computer searches completed by Provincial Library.

Automated information retrieval has become widely known and accepted as a fast, effective method of searching. Over 200 databases are now available with access to over 50 million citations. However, problems do exist when users have difficulty using the printouts, or when interlibrary loan locations cannot be verified quickly. These factors can adversely affect the advantages of the service.

OBJECTIVES

1. To ensure that users obtain required information quickly and efficiently.

2. To provide a reliable source for current, highly specific and/or technical information.

3. To assist other libraries in the province to evaluate and implement automated information retrieval.

POLICIES

1. Computer searches will be handled as Level 1 priority - a guarantee of a three-day turnaround time from date of receipt, regardless of the source of the request. (Speed of searching is one of the characteristics of the service).

2. Databases used will be clearly indicated at the beginning of each new list of citations on a printout, as the clarity of search elements insures that a patron is able to provide complete information when requesting articles.

3. Instruction sheets on how to obtain articles cited on a computer search through interlibrary loan will be included with each search to ensure quick and complete verification of articles and locations.

4. Saskatchewan Library will provide usage statistics on an annual basis to libraries, in order to institute their own search service if they wish, or for promotional or other purposes.

5. Interlibrary loans to CISTI (National Science Library) and the National Library will be requested online through the CAN/OLE system to speed delivery time. Research documents not available through interlibrary loan will be ordered online from the various systems.

IMPLEMENTATION

1. Saskatchewan Library will provide computer search workshops and demonstrations on request, to discuss the following:

   - review of reference interview for completing the search request form;
   - description of databases or any changes in the systems accessed;
   - problem areas;
   - branch librarians' concerns;
   - demonstration of how searching is done and explanation of results;
   - procedures for obtaining resulting material on interlibrary loan.

2. Saskatchewan Library will make staff available for demonstrations and introductions to the computer search services when requested by any library for user groups.

3. Will assist libraries to evaluate and implement the service on request, and will provide expertise on changes and developments in the field.

4. Will provide promotional materials to aid libraries in publicizing their reference services.

5. Will produce, in the future, a slide tape presentation on computer search services for use by libraries.

6. A computer search need not be specifically requested. Any reference request, for which the computer search is the most efficient means of accessing the information, may receive the service.

Appendix

Computer search statistics

	1978		1980		1982		1983	
	# of libs.		# of libs.		# of libs.		# of libs.	
Regional Libraries	7	145	7	165	7	223	7	284
Regina Public Library	1	147	1	74	1	9	1	15
Saskatoon Public Library	1	51	1	34	1	37	1	41
Northern Libraries	-	-	1	2	1	7	1	1
	9	343	10	275	10	276	10	341
Saskatchewan Government Libraries	34	319	31	411	30	459	37	438
Institutes & Universities	4	55	4	37	5	55	4	71
Special Libraries	16	85	10	24	18	81	28	145
	54	459	45	472	53	595	69	654
TOTAL	63	802	55	747	63	871	79	995

SELECTION POLICY

INTRODUCTION

One of the Saskatchewan Library's primary functions is to provide informational materials to support and assist libraries in Saskatchewan. The library must provide detailed, technical, or specialized information from the resources of its central collection.

The selection policy will provide an understanding of material that will be available from the Saskatchewan Library, will assist in avoiding unnecessary duplication of materials among libraries, and provide guidelines for staff involved in materials selection and collection development within the Saskatchewan Library.

The selection policy will be reviewed periodically so that the materials available from the Provincial Library will remain consistent with any future changes in its goals. Although selection is a local responsibility, it is hoped that establishment of a clear statement of selection policy by the Saskatchewan Library will be the first step in collection rationalization throughout the province.

BACKGROUND

The Saskatchewan Library's functions have been gradually evolving over the years; however, it is still providing materials of a recreational and general nature to the regional libraries. This was considered to be only an interim function until regional library collections were well established. The regions now have fairly large collections ranging from about 120,000 titles for the smallest, and over 280,000 for the largest. Collections in regional libraries now contain a wide variety of popular general materials which are well suited to serving patrons' needs for basic information.

OBJECTIVES

1. To ensure that the Saskatchewan Library's resource and special collections are selected in a systematic manner according to mutually agreed upon guidelines.

2. To maintain a central resource collection of materials for which there is sufficient demand but are not located elsewhere in the province.

3. To ensure that the Saskatchewan Library has the appropriate resources available to fill information requests promptly and completely, and to support its special needs.

POLICY

1. The collection at the Saskatchewan Library will support the services appropriate to a major resource library.

2. Materials purchased will present all sides and opinions. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the material in relation to the building of the collection.

3. The Library is guided by professional standards and consciously supports the CLA Code of Ethics and Statement on Intellectual Freedom.

4. Selection is necessarily influenced by the existence of accessible resources in other libraries; however, the Saskatchewan Library still has the responsibility to build a comprehensive collection to support the aforesaid function.

5. General Guidelines:

   a) It is recognized that libraries in Saskatchewan have established basic collections and are able to provide popular material for children and the recreational needs of adults. Therefore, the Saskatchewan Library will not purchase general interest and popular materials.

   b) Specialized, advanced or detailed non-fiction and reference material only will be purchased in conjunction with the Library's function as a resource centre. For example, general auto repair manuals covering a number of makes will not be purchased; however, manuals covering exotic sports cars will be purchased.

   c) Pamphlet material considered to be of a resource nature will be purchased and placed in the vertical file. Materials of current or popular interest will not be purchased.

   d) School libraries in Saskatchewan are encouraged to develop their own resource collections. The Saskatchewan Library will not provide basic curriculum related material for elementary or high school students.

   e) Periodicals will be purchased with a view to their value

as specialized or low-demand resource material. Subscriptions to popular high-demand periodicals, for example, Modern Bride, will be discontinued. This type of information is considered basic, not over-basic.

f) The audio-visual collection will consist of spoken word and instructional tapes. Taped music and records are considered basic materials.

g) The Saskatchewan Library will collect selectively with respect to Canadian and United States government documents, keeping in mind its functions as a resource library.

h) Any exceptions to the above guidelines would be Canadiana, Saskatchewan materials considered appropriate for the Saskatchewan Library's special collections.

6. Guidelines for Special Collections

a) Canadiana:

i) Selectively purchased.

ii) To be included are materials dealing with all aspects of the subject of Canada-as-a-whole and the prairie provinces as a region. Quality is to be emphasized, since not all items are worth preserving. The guidelines regarding the function of the Saskatchewan Library as a resource centre will be followed; that is, as the provider of over-basic materials.

iii) The term Canadian author is used to describe those writers who are Canadian citizens or who have resided in Canada while authoring their work.

b) Saskatchewan Collection:

i) Published materials with Saskatchewan content or by Saskatchewan authors will be collected. The Saskatchewan Library has a responsibility to provide a comprehensive collection on the province.

ii) Fiction and literary material by Saskatchewan authors or about Saskatchewan will be collected. The term Saskatchewan author is used to describe those writers who have resided in the province long enough to be generally considered Saskatchewan writers.

iii) Unpublished material such as family papers, company

records and so on will not be collected. This is considered an archival function, not the function of a resource library.

c) Large Print and Talking Books:

i) The Saskatchewan Library has the responsibility to provide materials to the visually impaired, since this specialized material would involve unnecessary duplication if each library was to maintain a comprehensive collection on its own.

ii) Trade publications in large print will be published.

iii) 'Talking books' on cassette tape will be purchased from commercial producers, CNIB, British Columbia Library Development Commission, and UBC Crane Library. Purchase is selective, based upon demands and reading interests of users.

iv) Guidelines regarding the Saskatchewan Library's function as a resource centre will be followed in order to provide a comprehensive back-up collection in this area.

d) Literacy Collection:

i) High-interest/low-vocabulary print materials published by trade and educational publishing houses will be selected based upon their reading level and interest level.

ii) Recreational reading which reflects Canadian lifestyles and Canadian language usage will be purchased; these will include simple vocabulary, clear print; content and interest level will be higher than vocabulary level.

iii) Titles recommended for use with literacy programs offered by libraries in the province will be purchased.

iv) Titles recommended for use with community college literacy programs will be purchased.

e) Native Collection:

i) General, popular books and authoritative works and research which give historically accurate and satisfactory treatment to the contribution and life

of native people will be purchased.

ii) Printed and audio-visual materials that provide literacy and educational support.

iii) Preference will be given to Saskatchewan and Canadian material.

iv) A vertical file on native material will supplement the book collection.

f) Children's Collection:

i) High-interest/low-vocabulary books and other materials suitable for reluctant readers, the functionally illiterate and learners of English as a second language, will be purchased.

ii) Books which contain information required for reference inquiries and which are not available elsewhere in the province, e.g. language instruction material, traditional literature, including folklore and myths which convey a cultural heritage are considered "over-basic" material.

iii) Saskatchewan children's books.

g) Multicultural:

i) Saskatchewan Library will continue to maintain and develop the collection of 29 languages. Development of the collection will be limited to approximately 12 languages at any time. At present, these are: Chinese, Czech, Dutch, German, Hindi, Hungarian, Norwegian, Polish, Russian, Spanish, Ukrainian and Vietnamese. Language collections will be determined by considering those languages available from the National Library, interlibrary loan statistics, and demand. French language will continue to receive special attention with 50% of the multicultural materials budget devoted to these resources.

ii) Books and phonograph recordings form the collection to provide general interest and recreational reading, basic information and ethnic music, song, art and literature. Popular fiction, material on the society, history and traditions of ethnic groups and popular practical non-fiction will continue to be purchased.

SERVICES TO GOVERNMENT POLICY

INTRODUCTION

The Saskatchewan Library provides research and resource services for all libraries which participate in the Saskatchewan Union Catalogue, including government department libraries. These services are generally provided through the mechanism of interlibrary loans. In addition, the library provides direct services to the staff of government departments which do not have their own libraries. Services provided include reference, computer searching, bibliographic services, and professional consultation on collection organization, etc.

BACKGROUND

Libraries within government departments participate in the Saskatchewan Union Catalogue. The specialized or technical material in these libraries is made available to other libraries in the province through the interlibrary loan process. Special libraries are net lenders, responding to 14,457 requests in 1982. Reciprocally, these libraries have access to material in the libraries accessed by interlibrary loan. Special libraries borrowed 8,165 items in 1982.

Requests from government are often relayed to Saskatchewan Library by telephone, particularly if they are urgent or if they are direct requests. As a consequence, standard priorities for handling these requests are often difficult to apply.

OBJECTIVES

1. To ensure that users obtain required information quickly and efficiently.

2. To standardize policies and procedures for handling requests received from government.

POLICIES

1. Reference Services will provide direct service to meet the information requirements of government staff where there is no department library.

2. Direct borrower request forms and computer search request

forms will be provided.

3. Individuals in departments which have a librarian in charge will be referred to that library. In the event of an urgent request, it will be filled and material will be forwarded to the department library. If this is not satisfactory to meet the deadline, other arrangements for delivery or pick-up of material may be made where feasible.

4. Information related to the work of government employees will be provided. Requests for recreational reading or information of personal interest will be referred to their appropriate local library.

APPLICATION OF POLICY

I. FORM OF REQUEST

1. Telephone Requests

- Title location/verification should be directed to Bibliographic Services.

- Information or subject requests should be directed to Reference Services. These requests will be handled at the appropriate level as stated in the Reference Services Policy, or will be treated as urgent. This would presumably be the reason the request was phoned to the Library.

II. TYPES OF REQUESTS

1. Computer Searches

Policy:

- Searches are performed for requests which are complex, obscure, or technical (regardless of the source of the request).

- Search may be initiated by a library after a manual search has been completed by the library or the patron, which may have yielded little or no information.

- Search may be initiated by Saskatchewan Library staff after having completed an extensive manual search.

- Will be handled within three days of receipt.

Rationale:

- Meets the criteria of Level 1 requests.

- Speed for searching is one of the characteristics of the service.

2. Urgent Requests

Policy:

- Those requests with date/time specified will receive priority, with every attempt made to meet the deadline.

CIRCULATION CONTROL POLICY

INTRODUCTION

The function of Circulation Services is to control the circulation of Saskatchewan Library material. All material is packaged for delivery to requesting libraries through the postal system, express service or courier service (between Saskatoon Public Library, Regina Public Library, University of Regina and Saskatchewan Library). Records are kept of each transaction, and overdue notices sent. Reserves are placed on requested titles which are in circulation, returned material is shelved, and the collections maintained in an orderly fashion.

OBJECTIVES

1. To facilitate the location of requested items.

2. To ensure against loss of materials.

3. To ensure efficient use of the central resources.

POLICIES

1. Material is lent to libraries on an interlibrary loan basis for one-month, two-month or four-month loan periods, using a semi-automated system. There are also multicultural materials which may be given special loans, and northern library block exchanges which use a manual system to control the records. Annual circulation is approximately 200,000 items.

   Items loaned are mailed at the preferential library bookrate (25% of regular third or fourth class postage to cover both outgoing and return postage) and has been the standard means for the circulation of library materials. "... only reading books can be sent at the Library Book Rate. All other items such as Talking Books, Micro Forms, Cassettes and Phonograph Records are not admissible to be sent at the Library Book Rate." Non-print material therefore must be mailed at third class Small Parcel rates rather than Library Book Rate. Saskatchewan Library pays the return postage, using blue Business Reply Labels charged at first class rates.

2. 'Reserves' are placed for any materials from circulating Saskatchewan Library collections. One request per title per

library system is held at any one time. The 'reserve' is held for approximately six weeks. If unfilled, it is forwarded to other locations. If Saskatchewan Library is the only Saskatchewan location and the title is from a special collection (i.e. PB, talking books, large print, native, etc.) the 'reserve' will be kept on the item for approximately six months.

3. Overdue notices are sent for unreturned materials 4 weeks and 8 weeks after the date due. An invoice requesting payment is issued six months after the date for items still outstanding. Saskatchewan Library charges the following for lost materials:

Paperbacks	$ 6.00
Children's Books	$10.00
Adult Hard Cover Books	$15.00
AV Materials (Cassette or Record)	$10.00
Books in Other Languages	as above
Expensive Materials	actual replacement cost

There is no charge for damaged items, as long as they are returned.

MULTICULTURAL POLICY

INTRODUCTION

The Saskatchewan Library has reviewed its multilingual services during the past years. Following discussions with the chief librarians and regional directors in November, 1982, further revisions were made.

The 1980 Report of the Multilingual Committee statistics on usage and levels of demand were examined carefully in the process of formulating policy. A major consideration was the development of policy consistent with the long range plans and objective of Saskatchewan Library services in general.

BACKGROUND

The Saskatchewan Library began to develop a collection of books in other languages in the 1960's. In the early seventies, small collections from regional libraries were merged into the central collection. Since that time, the Saskatchewan Library holdings have expanded to a collection of around 60,000 titles in 29 languages (including close to 11,000 titles from National Library's Multilingual Biblioservice, and 4,000 LP recordings).

The French language received special attention in the Multilingual Service, with 50% of its materials budget spent on French resources. The Saskatchewan Library was instrumental in establishing two fully bilingual branch libraries in the Wapiti Regional Library system, to serve the large Francophone population in the areas. Regina Public Library and Saskatoon Public Library purchase library materials in languages other than English. There are also a number of very small collections in various languages scattered throughout the province in regional libraries and branches as a result of private donations or, in the case of the French language, books donated by the Canada Council.

The Multilingual collection is fully catalogued according to the Dewey Decimal System with author, title and subject access points. Bibliographies have been published in various languages.

The collection has been available to regional and municipal libraries through title, subject and reference requests. Loan periods have been flexible, with a choice of two months, four months, or special loan. Library material in languages other than English is also available through interlibrary loan.

OBJECTIVES

1. To ensure the accessibility of special collections held within Saskatchewan.

2. To supplement, in a central resource collection, that material for which there is sufficient demand but is not located elsewhere in the province and cannot be obtained from Multilingual Biblioservice.

3. To increase awareness of the availability of multicultural library services throughout the province.

POLICIES

1. The Saskatchewan Library will co-ordinate Multicultural Services throughout the province. It will continue to maintain the collection of 29 languages. Development of the collection will be limited to approximately 12 languages at any time. At present, these are: Chinese, Czech, Dutch, German, Hindi, Hungarian, Norwegian, Polish, Russian, Spanish, Ukrainian, and Vietnamese. The language collections developed by the Saskatchewan Library will be determined by considering those languages available from the National Library Multilingual Biblioservice (the National Library Multilingual Biblioservice provides books in 27 languages); interlibrary loan statistics; the libraries' assessment of their needs; and Census statistics such as "Mother Tongue" and "Languages Most Often Spoken at Home" (Appendix). Demand will also be a primary element in determining future size and content of the collection. There is a pattern of three major languages in the province: French, German and Ukrainian. The French language collection will continue to receive special attention, with 50% of the materials budget devoted to these resources.

2. Books and phonograph recordings are available to libraries in blocks, by particular subjects or by specific titles. French language reference services are provided as far as is possible. The collection provides general interest and recreational reading, basic information and ethnic music. Consequently, it includes popular fiction as well as fiction representing important trends, genres or cultures; material on the society, art, history and traditions of each country or ethnic group; and non-fiction material of a popular or practical nature (crafts, cooking, auto repair, etc.).

3. Blocks are available for two or four month loans, with the

option for renewal available. Special loan arrangements can also be made upon request by individual libraries to facilitate longer loan periods.

4. Beginning with 1983 renewals, periodical subscriptions ordered by the Saskatchewan Library on behalf of regional libraries became the responsibility of recipient libraries.

5. The Saskatchewan Library will provide selection and acquisition support services to aid any library establishing and developing their own collections.

   - Training sessions and workshops will be organized for library staff handling service to ethnic groups.

   - Recommended selection sources, jobbers and bookstores will be provided as well as ongoing advisory services in this regard.

6. Saskatchewan Library will prepare promotional materials to increase province-wide awareness of the service and will co-ordinate programming initiatives such as author tours, film showings and other special projects.

   - Posters and publicity materials will be prepared.

   - A tour of libraries by a French author will be co-ordinated each year during the National Book Festival.

   - Programme packages will be prepared giving background information, ideas and suggestions for special projects and initiatives to improve services to ethnic groups.

7. The Saskatchewan Library will continue co-operation and discussions with provincial ethnic and cultural organizations and agencies to identify and support the library needs of ethnic groups.

8. Bibliographies of titles available in languages other than English will be produced on a regular basis.

   - Bibliographies will be produced as a by-product of the UTLAS automated catalogue support system, where practicable. They will include province-wide holdings. Special selective bibliographies will be produced, based upon expressed demands and priorities of the library systems.

9. The Saskatchewan Library will develop its resource collection of ethnocultural materials in English and institute internal

procedures to ensure that English materials are available alone or in conjunction with books in French and other languages to support multicultural information needs and to accommodate those users who have lost their facility to use a heritage language.

- Saskatchewan is the only province in Canada where the majority of its citizens are not from English speaking backgrounds; this is the social and cultural reality of our province. Although the majority of citizens have lost their facility to use a heritage language, they are interested in learning about their own culture and heritage. This type of material in our libraries will help in deepening knowledge and mutual understanding between ethnic groups as well as in the community as a whole.

10. Centralized cataloguing services will be provided for materials acquired by library systems.

POPULATION STATISTICS 1971

Comparison between A) Population by Mother Tongue
and B) Population by Languages Most Often Spoken At Home

		English	French	German	Italian	Ukrainian	Other
Moose Jaw	A)	27,790	665	1,015	65	885	1,430
	B)	30,630	240	105	25	290	600
North Battleford	A)	9,570	660	665	15	905	890
	B)	11,555	245	95	20	510	335
Prince Albert	A)	21,695	2,230	680	20	1,755	2,095
	B)	25,940	1,050	95	--	815	550
Regina	A)	114,810	2,270	11,110	675	3,930	7,940
	B)	133,805	580	2,240	385	965	2,700
Saskatoon	A)	100,175	2,760	8,230	395	7,935	6,965
	B)	118,080	940	1,710	240	3,245	2,350
Swift Current	A)	12,160	290	1,740	--	190	1,040
	B)	14,795	90	460	--	65	165
Yorkton	A)	9,075	125	940	10	2,575	690
	B)	11,910	30	205	5	1,150	140
Estevan	A)	7,720	215	645	10	170	385
	B)	9,040	35	75	--	55	45
Weyburn	A)	7,410	195	480	15	190	530
	B)	8,595	30	40	--	65	140

Appendix B

	Mother Tongue	%	Language Most Requested	ILLO Requests
Chinook	German	12.85%	French	87
	French	5.53%		
Lakeland	German	5.97%	French	62
	Ukrainian	5.19%	German	36
Palliser	German	4.01%	French	24
Parkland	Ukrainian	15.81%	Ukrainian	48
	German	7.09%	German	27
Southeast	German	5.59%	French	53
Wapiti	Ukrainian	6.55%	French	136
	French	6.42%	Ukrainian	96
Wheatland	German	14.39%	Vietnamese	45
Regina	German	5.89%	Vietnamese	32
Saskatoon	Ukrainian	5.21%	Russian	25
	German	5.05%	French	22
			Spanish	22

Source: Multilingual Report (1976 Statistics Canada) and 1981 ILLO requests statistics collected at Provincial Library.

The above 1976 Population by Mother Tongue by Region and interlibrary loan traffic for 1981 suggests that Parkland develop a Ukrainian collection and Wapiti develop French and Ukrainian. The high usage of French materials also reflects the composition of communities such as Ponteix (CR), Gravelbourg (CR), Willow Bunch (PR), Duck Lake (WA) and Zenon Park (WA).

CHILDREN'S SERVICES POLICY

INTRODUCTION

Books are a stimulus to a child's intelligence and imagination, an incentive to independent thinking and a source of information and enjoyment. Quality library service to children is important as well as necessary for the success of the library system as a whole, because not only do children make up 50 to 60 percent of a library's public today, but they are also the library users of tomorrow. Because children are a high percentage of library users, service to them is best provided directly and immediately by their local library. Provision of popular children's materials is considered to be a basic responsibility of public libraries.

BACKGROUND

During the period 1951 to 1973, Saskatchewan Library activity centered on an attempt to develop and support the fledgling province-wide system of public libraries. These newly developed systems faced many problems, including difficulties in delivering quality children's services and a wide variety of children's books. In response to requests from regions for assistance in this area, Saskatchewan Library began offering consulting in children's services to regional and public library staff in February, 1977. The following services were offered: co-ordination of province-wide programs and author tours; training to public library staff through workshops and individual meetings; preparation of bibliographies, articles and displays related to literature for children; and liaison with other organizations and agencies concerned with child welfare and development.

As a result of Saskatchewan Library's 1982 long range planning and program review, the manner in which the children's consultative services were provided has been changed. On a contractual basis, the Saskatchewan Library will continue to provide co-ordination, training workshops and promotional support to library staff who work with children.

OBJECTIVES

1. To improve the co-ordinative, training and promotional activities provided by the Saskatchewan Library in the area of children's services.

2. To aid public and regional libraries in providing quality, basic children's services.

3. To make available to all libraries, special juvenile materials not available elsewhere in the province but for which there is sufficient demand.

POLICY

1. Co-ordinative Services

The Saskatchewan Library's role in children's services will be to provide co-ordination, training and promotional support rather than basic routine services and popular children's books. Consequently, the following children's services will be provided:

- co-ordination of tours and readings by authors and illustrators of books for children, such as the National Book Festival Tour and the Children's Book Festival Tour;

- provide opportunities for continuing education for personnel engaged in children's library services in public library systems;

- co-ordination of a summer reading programme for children and other province-wide programmes to encourage the use of libraries by children;

- distribution of bibliographies and recommended lists of children's materials to assist libraries in continuous evaluation and selection of children's literature, (regional lists will also be prepared);

- preparation and distribution of promotional material for province-wide tours and programmes and to promote awareness and concern for quality library service to children;

- co-operation at the provincial level with those responsible for school library services and for cultural and social programmes directed to children.

2. Children's Materials

Saskatchewan Library will provide the following children's materials:

- high-interest, low-vocabulary books and other materials

suitable for reluctant readers, the functionally illiterate, and learners of English as a second language.

- language instruction materials for children;
- traditional literature, including folklore and myths which convey a cultural heritage;
- detailed and specialized informational children's materials, not readily available in many libraries;
- Saskatchewan children's material.

IMPLEMENTATION

1. Workshops on topics of special interest (e.g. non-fiction books suitable for recreational reading, historical fiction for children, puppetry or storytelling) in the area of children's services will be organized. Specialists will be commissioned by the Saskatchewan Library for these sessions. Input from public libraries will be requested to assist in identifying critical areas of interest.
2. Informational pamphlets, and other promotional material, will be developed to promote and describe children's services.
3. Co-ordination of the annual Summer Reading Program organized by the Saskatchewan Library and the Children's Book Festival in Saskatchewan will continue to be handled.
4. Bibliographies and information packets on recommended children's titles will be provided on a regular basis.
5. The remaining juvenile materials (JF, JNF and Easy) at Saskatchewan Library are purchased for the provision of library services to northern locations.
6. Discussions with Department of Education will continue for the purpose of promoting improved school resource centres and co-operation between school and public libraries.

LIBRARY SERVICE FOR THE VISUALLY IMPAIRED

INTRODUCTION

The Canadian National Institute for the Blind, has for many years, taken the responsibility for providing materials to persons who are blind. However, their present objective is to encourage public libraries to extend their service to the visually impaired. Libraries have a responsibility to serve all members of their communities and can directly address the informational and recreational 'reading' needs of this group. As well, there are library users with limited vision who are not legally blind, but do require special materials. These special materials are considered to be relatively unique, low demand items in the majority of libraries; therefore, they are not considered to be basic. Consequently, the Saskatchewan Library will continue to provide talking books as an 'over-basic' back-up service. The Survey Results on Library Services to the Visually Handicapped Population of Saskatchewan 1980, prepared by Juliette Henley clearly showed a need for a leadership role in library services to the visually handicapped.

BACKGROUND

The Saskatchewan Library developed, over the years, a large resource collection of Large Print books and a collection of talking books on cassette. At present, it holds about 11,500 Large Print books and 4,000 cassettes. Most requests from libraries are for blocks of materials ranging from 10-150 items. Subject requests and title requests are also handled.

Talking books are selected from commercial producers; the CNIB, B.C. Library Development Commission, and U.B.C. Crane Library. Commercial producers have no limitation on usage, while the CNIB and B.C. producers restrict the use of their tapes to visually impaired users. Emphasis has been placed on the selection of commercial tapes in the last four years to increase the collection of unrestricted talking books, which can be used by the functionally illiterate and other people who enjoy this format.

Instructional material on cassette is part of the audio-visual collection, although the material is not targeted to the visually handicapped. Language instruction materials are the main component, however, other instructional topics are included. Also, an extensive collection of phonograph records is maintained as part of the Multicultural Collection. A collection of reading

aids for the visually handicapped is maintained and supplied on request for display purposes.

OBJECTIVES

1. To publicize library services for the visually impaired.

2. To provide materials appropriate to the needs of those people who are unable to use conventional print materials.

3. To improve the availability of talking books on Saskatchewan history, culture and literature, and native history, culture and literature.

POLICY

1. The Saskatchewan Library will continue development of the collection of Large Print and talking books and reading aids.

2. Promotional materials will be developed and distributed to increase awareness of the service.

3. Training opportunities, informational and special project packages will be provided. These activities will be targeted to senior citizens as one of the primary groups of visually impaired users, as well as other handicapped people.

4. Bibliographies of available resources will be produced on a regular basis.

5. Co-operate with other provincial agencies involved in service to the visually handicapped and to senior citizens.

IMPLEMENTATION

1. An informational package with ideas and suggestions for senior citizens programming was distributed in July, 1982 for possible implementation by libraries in the fall and winter, 1982-83. Similar projects with a different emphasis will be developed in the future, i.e. comparative information and publicity on service to shut-ins.

2. Bibliographies of Large Print books and cassettes will be produced on a regular basis. Some of these will be supplemental rather than complete lists of holdings. Where possible, bibliographies will be produced by UTLAS from automated

cataloguing records.

3. The Saskatchewan Library will work closely with the Senior Citizens Provincial Council of Saskatchewan. The Council has several functions which can assist libraries in improving service:

   a) "To review the programs and policies of all agencies serving senior citizens and make recommendations to improve or expand them when needed."

   b) "To do comprehensive research on matters concerning senior citizens so that informed recommendations can be made to the provincial government and other groups serving senior citizens."

SERVICES FOR THE FUNCTIONALLY ILLITERATE

INTRODUCTION

Literacy has many different definitions, views and programs. It can be defined as the ability to understand and use printed materials and to read critically. According to Statistics Canada, there are 856,600 Canadians who do not have this ability (1976 Census). An independent study shows that one out of every thirteen Canadians, 15 years of age and over, are illiterate (CAAE). Functionally illiterate Canadians are not able to function independently in our society. These people need help in obtaining the basic communication skills of reading, writing and speaking.

BACKGROUND

Services for the functionally illiterate have been undertaken by many different institutions. UNESCO provides functional and traditional literacy training in mainly the under-developed areas of the world, but still estimate the number of illiterates at 814 million. The United States has a multitude of public and private programs and services available such as:

- Laubach Literacy International;
- ABE Directors;
- Literacy Volunteers of America;
- LARK Foundation;
- Reading Reform Foundation;
- Leaders of Literacy Action.

The United States government has been trying to eliminate the problem with the Economic Opportunity Act (1964), Adult Education Act (1966) and the Right to Read Program (1972). Some of these programs have worked, but most have shown little progress. Libraries have initiated programs, workshops and worked with existing literacy organizations to provide service. Their programs are successful, but only at a local or state level. The American Library Association supports and promotes programs for literacy, and many American libraries have successful well-developed programs.

The promotion of literacy services in Canada on a federal or provincial level has received little attention. However, Frontier College, a private agency in Ontario, has done considerable work in literacy promotion and the Movement For Canadian Literacy,

formed in 1977, has worked to link organizations and individuals involved in the field. This group has done extensive field work on illiteracy. The Canadian Library Association has formed the Action for Literacy Committee, which has an extensive mandate to promote adult literacy. Provincially, there are differing levels of services and programs, handled by various agencies. Individual libraries have set up their own literacy programs, with Regina Public Library being an excellent example. Regina Public's literacy program was the first library program in Canada, and is considered one of the best. Unfortunately, their program encompasses a small percentage of the people needing this service in Saskatchewan.

OBJECTIVES

1. To facilitate improved reading skills to assist library users in meeting their need for information.

2. To prepare jointly with the Department of Advanced Education and Manpower, a literacy programme package for implementation by libraries.

3. To co-ordinate library literacy programs by providing promotional and advisory services, as well as materials support.

4. To consult and co-operate on a provincial level with the Departments of Education, Advanced Education and Manpower, private agencies and other provincial organizations involved in literacy education.

POLICY

1. Saskatchewan Library will assist libraries in improving services to people who are considered functionally illiterate; services will be directed to follow up on community college literacy programs, as well as providing support materials for upgrading courses to improve basic communication skills including reading, writing and speaking. The service will work towards improving these skills up to a grade 10 level.

2. Programme guidelines, documentation and implementation strategy will be the joint responsibility of the Saskatchewan Library and the Department of Advanced Education and Manpower.

3. Libraries will be encouraged to implement the programme but will not be required to do so.

4. Saskatchewan Library will develop a resource collection of high interest/low vocabulary books and other materials to support literacy programmes. The Department of Advanced Education and Manpower will assist by recommending titles for this collection.

5. Training workshops for library personnel involved in literacy services will be organized; the Department of Advanced Education and Manpower will provide the expertise and personnel for training; ongoing advisory services, and the organization of follow-up groups will also be co-ordinated with the assistance of the Department of Advanced Education and Manpower.

6. Promotional materials will be provided by Saskatchewan Library to support literacy programmes.

IMPLEMENTATION

1. Year One

   - Conduct research and evaluation of existing library literacy programmes.

   - Develop a resource collection of materials appropriate for the functionally illiterate.

2. Year Two

   - Report on the activities and success of existing library programmes, particularly those in Canada.

   - Analyze options and make recommendations for programmes which supplement literacy education provided by the community colleges in the province, and improve library services to the illiterate. The options and recommendations will be prepared jointly by the Saskatchewan Library and the Department of Advanced Education and Manpower.

CATALOGUING SUPPORT SERVICE POLICY

INTRODUCTION

Information that is not organized and co-ordinated is not accessible to the library users of Saskatchewan. The Cataloguing Support Service of the Saskatchewan Library organizes materials or facilitates the organization and co-ordination of materials for Saskatchewan Library, the municipal libraries, and the regional libraries. Co-ordination of organized material is made possible through the storage and maintenance of titles on the automated systems, the union catalogue, and through the facility to produce local catalogue products.

BACKGROUND

The Centralized Cataloguing Service, which provided catalogue card sets to the public libraries in the province and maintained a master file (Union Catalogue) of all titles and their locations since 1958, was automated and partially decentralized in 1980. The original service was developed to keep cataloguing costs at a minimum, to conserve professional staff, to reduce the duplication of work and expensive bibliographic tools, to ensure consistent and accurate cataloguing across the province, and to build a Union Catalogue to facilitate the interlibrary loan program.

The implementation of the automated system makes it possible to fulfill these functions with greater efficiency. Computer terminals now connect the Saskatchewan Library, Saskatoon Public Library and Regina Public Library to the UTLAS database. Titles acquired by Saskatchewan public libraries are searched on the database, and stored on the local files being maintained on that system. This ongoing cataloguing is building a database of all items acquired from 1980 to the present.

To complete the file it is also necessary to add the titles of public library holdings prior to 1980. To this end, the Saskatchewan Library and the municipal libraries have completed a RECON project to convert their holdings to machine-readable form.

OBJECTIVES

- To provide a cost-effective cataloguing service that conserves professional staff, reduces duplication of work and expensive

bibliographic tools, and ensures consistent and accurate cataloguing across the province.

- To improve access to information by co-ordinating and supporting the co-operative development of a shared Saskatchewan database of consistent and compatible records that promote resource sharing.

POLICIES

1. The Cataloguing Support Service adheres to international cataloguing codes, and revises and updates practices to correspond to cataloguing guidelines issued by Canadiana and the Library of Congress.

2. The Cataloguing Support Service provides cataloguing for English and multilingual materials for Saskatchewan Library and the regional libraries.

3. Saskatchewan Library provides a cataloguing support system to the municipal libraries by making available a database of cataloguing records that simplifies cataloguing, prevents duplication of effort, and allows for a variety of local products.

4. The Cataloguing Support Service improves access to information and resources and widens the scope of the automated database by maintaining a card Union Catalogue to which special and government libraries contribute.

5. The Cataloguing Support Service promotes and co-ordinates co-operative cataloguing standards so that records are accurate, consistent, and compatible with international cataloguing criteria, and in accordance with local options.

6. The Cataloguing Support Service is committed to encouraging the active participation of all public libraries in developing a comprehensive database. It also endeavours to serve the Saskatchewan library system by acting in a consultative and advisory capacity, and by fostering library communication and co-operation.

APPLICATION OF POLICIES

The Cataloguing Support Service adheres to international cataloguing standards by utilizing up-to-date cataloguing tools in its cataloguing. Classification numbers are assigned from the most recent edition of Dewey Decimal Classification, and

subject headings and name forms are drawn from the latest print and microform issues of Canadiana and Library of Congress publications.

The Cataloguing Support Service accepts requests from Saskatchewan Library and the regional libraries for cataloguing for all English materials, and has also instituted a centralized cataloguing service for Dutch, French, German, Polish, Russian, Slovak, Spanish and Ukrainian books. In filling these requests, the best and latest bibliographical information available, from the UTLAS database and from various microfiche and print sources, is selected. Materials for which no bibliographic information is available are catalogued originally by a professional cataloguer. The Service strives to provide cataloguing that allows, wherever possible, for options that reflect local needs.

The machine-readable file of cataloguing records allows for a variety of products (microfiche author-title-subject catalogues, bibliographies, catalogue cards). These make information very accessible and maximize the use of resources. This increased resource sharing is, however, dependent on an accurate database, the integrity of which can only be maintained through the co-operation of the regional libraries. The libraries are required to report withdrawals promptly, and notify the Service of errors.

Through the automated database (started in 1980), the Cataloguing Support Service provides a cataloguing support system to the municipal libraries. Regina Public Library and Saskatoon Public Library contribute to the shared database, independently entering current cataloguing records and adding local data. As partners with the Saskatchewan Library in building a Saskatchewan database, the libraries do so on the basis of using each other's records and employing common standards.

To complete the file of current public library holdings, the Saskatchewan Library and the municipal libraries took part in a RECON (Retrospective Conversion) project to convert titles existing in pre-1980 collections into machine-readable form. This machine-readable database of public library holdings is vital to Saskatchewan information and resource sharing.

To expand the base of resources available for information exchange in the province, the Cataloguing Support Service maintains a card Union Catalogue of material held by special and government libraries. The Service is notified of acquisitions and withdrawals by these libraries, and is responsible for updating Union Catalogue locations accordingly. It also upgrades cataloguing entries as necessary.

In order to bring about the fullest sharing of cataloguing information in the most cost-effective manner possible, the Cataloguing Support Service promotes and co-ordinates co-operative cataloguing standards on the machine-readable database. Decisions on local needs and options are made co-operatively at meetings of cataloguing personnel.

The Provincial Cataloguing Support Service Manual, made available to the regional libraries by the Cataloguing Support Service, facilitates communication and understanding by clearly delineating joint procedures and responsibilities. The Subject Guide to the Dewey Decimal Classification, published by the Service, enables librarians in regional library branches lacking catalogues to locate material on the shelves.

In addition to these guides, the Cataloguing Support Service sponsors training sessions and workshops that provide opportunities for regional and Saskatchewan Library staff to meet on a personal basis, and discuss mutual concerns and problems.